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## Remarks

The present response is to the Office Action mailed in the above-referenced case on August 09, 2007.

## Merit Rejections

Claims 1-2, 9-14, 21-25, 32-38, 47-49, 51, 53-64, 66, 86-88, 90-92 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey et al. [US 200402582311 in view of Bateman et al. [US 5884032j.

### The Examiner states:

Regarding claims 1, 62, 66, 86, Elsey disclose a method for conducting mobile communications, (abstract) comprising;

Providing a communication server (28; fig.1, pg.3; 0039) for a plurality of users, the server having an electronic attendant that greets users; (Abstract, pg.2; 0012, pg.3; 0038)

An interface to a telecommunications network for speech communication; and an interface to a computer network, (pg.3; 0039)

Elsey doesn't disclose explicitly, coupling the communication server to a corporate information system, the CIS including storage for corporate information including emails and servers including an email server; providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; distributing calls to the speech terminals using the electronic attendant; asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the

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CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own.

However, Bateman teaches in an analogous art, that coupling the communication server to a corporate information system (ACD; 12; Fig.1), the CIS including storage for corporate information including emails and servers including an email server (81; fig.1); providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; (Col.9; 65-Col. 10; 17) distributing calls to the speech terminals using the electronic attendant; (Col. 10; 8-24) asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own. (Col.10; 39-67) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify Elsey including coupling the communication server to a corporate information system, the CIS including storage for corporate information including emails and servers including an email server; providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; distributing calls to the speech terminals using the electronic attendant; asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own in order to provide the system for coordinating communications via customer contact channel changing

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system using call centre for setting up the call between customer and an available help agent.

### **Applicant's Response**

Applicant specifically addresses limitations in claim 1, although similar limitations are contained in independent claims 51, 62, 66, and 86. Therefore, the arguments herein given for claim 1 also relate to the other independent claims.

In the last response submitted by applicant Elsey was presented as the main reference and Christie was relied upon to teach the CIS. Elsey was argued in detail as follows:

"Thus, it is believed that based on this finding, the Office Action has still not established teaching of several of the elements of claim 1. For example, claim 1 includes providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals. The Office Action asserts that Elsey teaches such element. However, the Office Action has already recognized that Elsey does not teach coupling the claimed communication server (CIS). Thus, Elsey logically cannot teach providing access to data in the CIS, because, as established by the Office Action, Elsey does not teach the claimed CIS.

Further, the Office Action asserts that Elsey teaches claim 1 's transferring and storing all the recorded messages from the communication server to the CIS. Again, the Office Action has already recognized that Elsey does not teach coupling the claimed communication server (CIS). Thus, Elsey cannot teach transferring and storing all the recorded messages from the communication server to the CIS, because, again as established by the Office Action, Elsey does not teach the claimed CIS."

Applicant points out that Christie was not argued in the last response. In the present office action the Examiner fails to respond to the argument provided regarding Elsey in the last action. Instead, the art of Bateman is incorporated as a secondary reference was presented while Elsey remains the primary reference.

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Bateman is an invention primarily for enabling an agent to talk to a customer over PSTN while simultaneously viewing a Web page with the caller. The caller may also access resources within the call center of Bateman in a self serve mode, or assisted by an agent. (col. 4, lines 54-60)

Applicant argues that there is still no facility for Elsey to "couple" the communication server with a CIS, as in Bateman. Bateman is a self contained communication center wherein all servers are at the premises and there is no facility in Bateman for being manipulated by a communication server outside the system. (Fig. 1)

Applicant respectfully traverses specific portions of the Examiner's position in the combining of Elsey and Bateman. Limitations of claim 1 are presented as an aid in arguments.

#### **Preamble**

A method for conducting mobile communications, comprising:  
providing a communication server for a plurality of users, the server having an electronic attendant that greets users;

#### **First element**

an interface to a telecommunications network for speech communication; and an interface to a computer network;

#### **Second element**

coupling the communication server to a corporate information system (CIS), the CIS including storage for corporate information including emails and servers including an email server;

The Examiner admits; "Elsey doesn't disclose explicitly, coupling the communication server to a corporate information system, the CIS including storage for corporate information including emails and servers including an email server;" The Examiner relies upon Bateman to teach said coupling to CIS. (ACD; 12: Fig. 1).

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Applicant respectfully disagrees. The Examiner uses the common practice of reciting applicant's claim language, giving a column or line number with no explanation as to what exactly in the art teaches the limitation. Applicant can only assume the Examiner relies upon Bateman's ACD to teach CIS and the connection between the ACD and agent station 12 to read on the actual coupling between the communication server and the CIS.

Applicant argues that Bateman fails to teach communication with any servers outside the communication center. (Fig. 1) All servers in Bateman are part of Bateman's communication center (Fig. 1; XYZs Call Center Systems). Coupling a CIS to an agent workstation 12 cannot read on "coupling the communication server to a corporate information system (CIS)" as claimed. Bateman's agent workstation 12 is connected to the ACD via a telephone 14 and the personal computer 18 connects to a data network at the call center. Applicant argues that the connection between agent workstation 12 and the ACD or data network would not give access to the agent workstation 12 (communication center) to a CIS enabling access to storage and enabling functions performed by applicant's claimed communication server, such as recording and storing voice mail.

Bateman teaches; "The call centre 24 also includes an ACD system 34 (on a digital switch-either PBX, Centrex or computer based) which makes the actual calls and via line 20 connects the calls from the agent 12 to the customer via the PSTN 9 and line 10. It may also include a CTI server 36, an ACD-MIS" (col. 5, lines 45-49) Agent station 12 has no direct connection to a public network because all communications are received from the ACD. (Fig. 1) Therefore, the "coupling" demonstrated in Bateman cannot read on coupling the communication server to a corporate information system (CIS), the CIS including storage for corporate information including emails and servers including an email server.

Applicant argues that calls are sent to agent station 12 from the ACD. Bateman may also connect an agent to an outbound call made from the call center, but calls, recorded voice messages, or other customer information is not directly stored to the CIS via the connection from agent station 12. Bateman includes a limited teaching of agent 12 capabilities via connection to Bateman's ACD and access to functions of the call center of Bateman being:

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"The typical configuration for an agent workstation 12 is also shown in FIG. 1. An agent workstation 12 is equipped with an ACD telephone set 14 from which a variety of calls can be answered, a Personal computer is capable of supporting a graphical WWW/HTML browser, a telephone line 20 and computer communications line 22 for communicating with the call centre 24 and the WWW 28 via a data network 44 comprised of either a LAN (local area network) or via a dedicated or dial-up WAN (Wide Area Network)." (col. 5, lines 23-34)

Applicant argues that the connection from agent station 12 to ACD does not have access to the CIS of Bateman allowing access to functions including storage for corporate information including emails and servers including an email server;

#### Third element

providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; (Col.9; 65-Col. 10; 17)

The Examiner admits that Elsey fails to teach the above limitation and relies upon Bateman to teach the limitation. Applicant argues, as previously established, there is no facility in Elsey to connect to and communicate with a CIS as in Bateman, or any other CIS. There is no hardware or logic taught in either Elsey or Bateman to facilitate such a connection providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals. The portion of Bateman relied upon by the Examiner to read on said limitations are reproduced below:

"FIG. 9 shows a process diagram showing the steps which occur when this method is used. Initially, the customer makes a multimedia call to connect to company XYZ's multimedia server (box 9-1). The customer then selects the "MAKE CALL" or

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"HELP" button which may appear on an HTML page (box 9-2). The customer request initiates a PC based DDE whereby the telephone number in the HTML page to be called is passed dynamically to another PC based communications software package where an outbound call is dialed over a regular modem 122 and line 127 (boxes 9-3 and 9-4). When an ACD agent answers, a voice connection between the customer's telephone 120 and the ACD agent's telephone 112 is completed, and a customer relevant screen is appearing on the agent's PC 114 or terminal at the same time (box 9-5) based on incoming CLID and using first part or third party CTI techniques as described previously. As before, an IVR connection could be established instead of using live agents, and screen assisted telephones and associated servers could be employed to enhance this type of connection."

The above paragraph of Bateman teaches a process wherein a customer accesses a HTML page on the Internet and selects "Make a Call" An HTML page including the customer's telephone number is passed. Applicant must again assume what the Examiner relates to applicant's above limitation from Bateman's presented teaching because the Examiner has neglected to provide any reasoning.

It seems to applicant that the Examiner is attempting to equate the functions of the customer computer, telephone and modem with the claimed speech terminals. Applicant points out that the customer's speech terminal is connected directly to the ACD agent. Applicant points out there is no communication server represented providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals. This is precisely where the art fails to teach applicant's invention because there is not an adequate teaching in Elsey, or Bateman coupling a communication server to a CIS, as claimed. Bateman's teaching is clearly a direct connection between the caller's speech terminal and the CIS.

**Fourth element:**

distributing calls to the speech terminals using the electronic attendant;

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asking outside users to record voicemail messages if the party being called is not reached;  
(col. 10, lines 18-24)

Applicant presents the portion of Bateman relied upon by the Examiner below:

"FIG. 10 illustrates a fourth embodiment of the invention in which a method and apparatus is provided for integrating WWW information from a caller who is already talking to a live ACD agent. In this embodiment either an inbound call processing capability or an outbound call processing capability is required at the call centre."

Applicant argues the Examiner is relying on the CIS of Bateman to also read on the claimed communication server, which applicant deems inappropriate. Again, Bateman's call center is the CIS and the above teaching is for a direct connection between the customer's speech terminal and the CIS of Bateman.

**Fifth element:**

recording the voicemail messages in the communication server;

**Sixth element:**

transferring and storing all the recorded messages from the communication server to the CIS; and

**Seventh element:**

caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own.

The Examiner relies upon col. 10, lines 39-67 of Bateman to teach applicant's claim elements five through seven above. This portion of Bateman clearly teaches enabling an additional data connection over an already established voice connection between an ACD agent and a customer via modems. The teaching of Bateman is completely void of any



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reference to recording and storing voice messages, and frankly, applicant has no idea how the Examiner relates said portion of Bateman to the applicant's claim limitations.

Bateman teaches providing DIRECT connections between customers and data in a CIS. Elsey fails to teach coupling with a CIS. Therefore, the combination of Bateman and Elsey fail to support a valid 35 U.S.C. 103(a) rejection.

Applicant believes claim 1 has been shown to be easily patentable over the combination of Elsey and Bateman above. Claims 2-50 are patentable on their own merits, or at least as depended from a patentable claim. Independent claims 51, 62, 66 and 86 all include similar limitations as those argued on behalf of claim 1 and are also patentable over Elsey and Bateman. Claims 52-61, 63-65, 67-72 and 87-92 are also patentable on their own merits, or at least as depended from a patentable claim.

### Summary

As all of the claims standing for examination have been shown to be patentable as argued above over the art of record, applicant respectfully requests reconsideration, and that the present case be passed quickly to issue. If there are any time extensions needed beyond any extension specifically requested with this response, such extension of time is hereby requested. If there are any fees due beyond any fees paid with this amendment, authorization is given to deduct such fees from deposit account 50-0534.

Respectfully Submitted,  
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